TRAI monitors the performance of these operators against the QoS benchmarks notified in the Regulation through quarterly performance monitoring reports obtained from operators. TRAI had also decided to appoint an independent agency to these reports and also to undertake a customer satisfaction survey. The results of these audit and survey will be published for public knowledge. TRAI has also taken review meeting with the senior management of service providers for addressing deficiencies in achieving QoS benchmarks.

Promotion of Group 'A' Officers

†144. SHRI P.K. MAHESHWARI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) what are Government's view with regard to promotion policy of the Officers after the absorption of Group 'A' (ITS) Officers in BSNL and MTNL;

(b) the reasons for discontentment among the Officers with regard to option provided by Government absorption; and

(c) if any discontentment, the details and what significant efforts have been made to put an end to the same?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) On corporatisation of service providing functions of the Department of Telecommunications, officers working in Department of Telecom Services (DTS) and Department of Telecom Operations (DTO) were transferred to Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) on deemed deputation basis. These officers were required to be given option for absortion in BSNL/MTNL or revert back to the Government. Accordingly about 3,97,000 employees belonging to Group B, C and D gave their respective option, and their absorpiton process (Group B in MTNL and Group B, C and D in BSNL) was completed by 2003-04. The process of absorption of Group 'A' officers (numbering about 3000, including 2,200 ITS) commenced in March, 2005. In order to seek their option, letter dated 24.3.2005 was issued. Thereafter Government also issued a series of clarifications clarifying different issues that were

†Original notice of the question was received in Hindi.

raised by the Group 'A' officers as well as their Associations. As regards promotional avenues it has been clarified that the officers after absorption in BSNL/MTNL would have promotional avenues upto IDA pay scale of Rs. 25000-650-30200 (corresponding CDA Rs. 22400-525-24500) depending upon the company's business and policies.

The Government also had a series of discussions with the Associations of officers on the issue of the options provided by the Government for absorption. However, a large number of cases have been filed by Group A officers of Indian Telecom service (ITS) and other services individually and through their Associations challenging the terms of absorption and are pending adjudication by various Benches of Central Administrative Tribunal (CAT) and High Courts. As on date, pending final disposal of cases, interim orders of various benches of CAT and High Courts are in operation.

Thus, the subject matter of terms of absorption of Group A officers in BSNL/MTNL pursuant to the letter dated 24.03.2005 being under adjudication by the courts of law, is at present *sub-judice.*

Appointment of compassionate grounds in MTNL/BSNL

†145. SHRI P.K. MAHESHWARI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of cases pending with regard to appointment on compassionate grounds in BSNL and MTNL in different states of the country and the details thereof;

(b) the number of persons appointed on compassionate grounds in these States during the last three years and the details thereof; and

(c) the steps being taken by Government to expedite such appointements?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) The information is being collected and will be laid on the Table of the House.

†Original notice of the question was received in Hindi.